Guide to Understanding Reviews for Individuals and Families Self-Directing Supports

This guide is to help you through the process of service reviews that are required for all individual's choosing the option of self-directed supports.

What is the review about?

- The review will look at how you, as the employer of record or designated representative, are managing your services.
- The review looks for core program requirements that need to be in place in order to remain in the program and pass an audit.
- Every individual enrolled in self-directed supports must have a review at least every four years.

Who completes the review?

The review is completed by regional office staff, a member of the Self-Directed Supports Specialist (SDSS) team. The SDSS completing your review is a member of the SDS Compliance Unit. The Compliance Unit is responsible for completion of all SDS Reviews, follow up on any findings from the SDS Review, and the implementation of SDS Improvement Plans when necessary.

Where will the review take place?

- ⇨ Most of the review is completed at the regional office through review of information on the Fiscal Management Service (FMS) online system.
- ⇨ A component of the review requires interviewing the employer and/or designated representative. The Compliance Unit reviewer will conduct this interview via virtual meeting with the person responsible for the management and oversight of the service being self-directed.

How will I know when I have a review coming?

Your SDSS Compliance Unit reviewer will reach out to you via email to set up a time to meet with you virtually.

How can I prepare for the review?

- ✓ Be sure your documentation meets requirements:
  - Be aware of program requirements
  - Use approved documentation formats for monthly reports and progress notes

- Train your staff on documentation requirements using the Guide to Documentation for Individuals Self-Directing Services
- Review your staff documentation to ensure they are completing progress notes for every time period on their timesheet
- Maintain and report on your updated staff training with the Fiscal Management Service (FMS)

How will I know what the reviewer found?

The reviewer will talk with you about what they observed during their pre-review at the regional office during the virtual meeting with the EOR or DR.

What if there are documents missing during my review?

Missing documentation may result in:

- Implementation of an Improvement Plan
- A referral to the Missouri Medicaid Audit and Compliance Unit (MMAC)
- A situation where you will have to pay for those services out of pocket.
- Termination of the option to self-direct services

What is an Improvement Plan?

If there are multiple issues identified, patterns of issues repeatedly occurring, or serious situations that must be corrected, the SDSS will discuss this with the individual, Employer of Record (EOR), or Designated Representative (DR).

A Self-Directed Supports Improvement Plan will be developed for addressing those issues. Improvement Plan information needs to be specific to the identified issues and identify specific action steps and time frames for improvement.

The goal of an Improvement Plan is to focus on the support needed to ensure the individual, EOR, or DR is able to gain and maintain compliance with program requirements as outlined in Code of Federal Regulation, Code of State Regulation, and Medicaid Waiver Guidelines.

Not being able to gain and maintain compliance with program requirements may result in termination of the option to self-direct services.

Where can I learn more about the review?

The review is based on DD Guideline #64. For more information on Self-Directed Services, program guidelines, and requirements visit Self-Directed Supports or ask your Support Coordinator.